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1 Safety instructions

Thank you for choosing our product. Please read this manual carefully and observe all safety and operating instructions. Store the manual in a safe place for later reference.



CAUTION

RISK OF ELECTRIC SHOCK
DO NOT OPEN



WARNING: SHOCK HAZARD - DO NOT OPEN
AVIS: RISQUE DE CHOC ÉLECTRONIQUE - NE PAS OUVRIR
WARNUNG: ELEKTROSHOCK GEFAHR - NICHT ÖFFNEN



The flash symbol displayed in a triangle warns the user of dangerous electrical voltages inside the device that could lead to electrical shocks with harmful effects to health if the device is used incorrectly.



or



The exclamation point displayed in a triangle in the documentation indicates dangers when using and maintaining the device.



The information symbol in the documentation indicates useful information and tips for using and maintaining the device.



Caution



The device is a class 1 laser product. The corresponding label is located on the rear side of the device. When the housing has been opened and the lock is not engaged, visible laser radiation can escape. Avoid looking into the laser beam by all means.



Caution

The product contains a low-power laser device. In order to ensure the safety of the laser device, do not remove any cover and attempt to repair the unit. If any service is needed, please contact the distributor or its authorized service center.

To reduce the risk of electric shock, do not remove the cover (or back). No user-serviceable parts inside. Refer servicing to qualified service personnel. Unplug the product from the wall outlet before servicing or when it is unused for a long period of time.



The manufacturer should not hold responsibility for the damage caused by any substitutions and modifications of the product without authorization from the manufacturer or authorized unit.



Caution -Read, keep and follow these instructions and heed all warnings.

- Do not open the casing of the device under any circumstances, and do not attempt to repair or modify the device. Malfunctions, damage, electric shocks and fires can occur as a result.
- Never expose the device to rain, moisture or humidity. Malfunctions, damage and electric shocks can occur as a result.
- When cleaning the device, do not use any volatile substances, such as solvents, to avoid damaging the surface. Clean the device only using a soft, dry cloth.
- Ensure adequate air circulation around the device. Do not place the device on soft furniture, carpets or other materials while in operation, as this may restrict the air from properly circulating around the device.
- The device may not be excessively heated or operated near heat sources (e.g. heaters). Malfunctions, damage, smoke and fires can occur as a result.
- Connect the device only to mains sockets that are properly earthed (protective earth). The mains voltage must correspond to the operating voltage of the device indicated on the device housing. When connecting the device to other electric devices, always follow the manufacturer's instructions.
- Make sure that the cables are not damaged, stretched or twisted and that no short circuits occur.
- Use only accessories specified or supplied by the device manufacturer. This also applies to any attachments and fasteners.
- Place the device in a secure spot where it cannot shift or fall. If used in a vehicle, the device must be securely fastened to avoid injuries or accidents resulting from the device shifting or falling down.
- During a thunderstorm, disconnect the device from the mains. Do not use the device during a thunderstorm. Malfunctions, damage and electric shocks can occur as a result. Disconnect the power plug from the socket when you do not use the device for an extended period of time. Keep the device in a clean, dry location where it is not exposed to direct sunlight.



Caution

- In case of malfunctions or damage, maintenance or repair work may be required. Do not use the device if there is visible damage to it. All maintenance and repair should be conducted by qualified service technicians only.
- Do not place any heavy objects and objects that contain liquids, such as vases, on top of the device..
- Make sure that no objects or fluids can penetrate into the device through openings or venting slots. This could lead to short circuits, damage, electric shocks and fires.



Note

DVD players and discs are coded by region. Your DVD player will only play back discs whose region code matches that of the player. The region code of your DVD player is 2 (Europe).



Note on copyrights

This device is equipped with technology for the protection of copyrights that is protected by patents in the United States of America and by other laws regarding the protection of intellectual property. Use of this copyright protection technology must be approved by Macrovision. This approval is granted exclusively for personal use and other limited visual presentations, unless Macrovision has expressly permitted a more extensive use. Reverse engineering and disassembly are forbidden.



Hearing Safety

Listen at a moderate volume: Using headphones at a high volume can impair your hearing. This product can produce sounds in decibel ranges that may cause hearing loss for a normal person, even for exposure less than a minute. The higher decibel ranges are offered for those that may have already experienced some hearing loss. Sound can be deceiving. over time your hearing 'comfort level' adapts to higher volumes of sound. So after prolonged listening, what sounds 'normal' can actually be loud and harmful to your hearing. To guard against this, set your volume to a safe level before your hearing adapts and leave it there. To establish a safe volume level: Set your volume control at a low setting. Slowly increase the sound until you can hear it comfortably and clearly, without distortion. Listen for reasonable periods of time: prolonged exposure to sound, even at normally 'safe' levels, can also cause hearing loss. Be sure to use your equipment reasonably and take appropriate breaks. Be sure to observe the following guidelines when using your headphones. Listen at reasonable volumes for reasonable periods of time. Be careful not to adjust the volume as your hearing adapts. Do not turn up the volume so high that you can't hear what's around you. You should use caution or temporarily discontinue use in potentially hazardous situations. Do not use headphones while operating a motorized vehicle, cycling, skateboarding, etc.; it may create a traffic hazard and is illegal in many areas.

2 Product properties

- Playable formats: DVD, VCD, Audio-CD, MP3, WMA, JPEG
- On-screen menu in English, French, Spanish, German etc.

Support

URL: <http://www.odys.de>

See our website for the latest information on this DVD player, on other products by our company and on our company itself. If you have questions or problems, please read the FAQs on our website or contact our customer support service support@odys.de.

2.1 Language Settings

1. Press the SETUP key on the remote control.
2. Select the language setting using the ▼ / ▲ keys.
3. Confirm using the „►” key.
4. Open the language menu using the ► key again.
5. Select „German” using the ▼ / ▲ keys to change the menu language to German.

Contents of package

1x DVD Player
1x remote control with battery
1x power adapter
1x car adapter
1x Carry Bag
1x Straps
1x operating manual



Note

Accessories and their corresponding part numbers are subject to change without notice due to technological progress.

3 Conformity

We, Axdia International GmbH, hereby declare that this DVD Player corresponds to the basic requirements and relevant regulations outlined in guidelines 2004/108/EC, 2006/95/EC and 2009/125/EC.

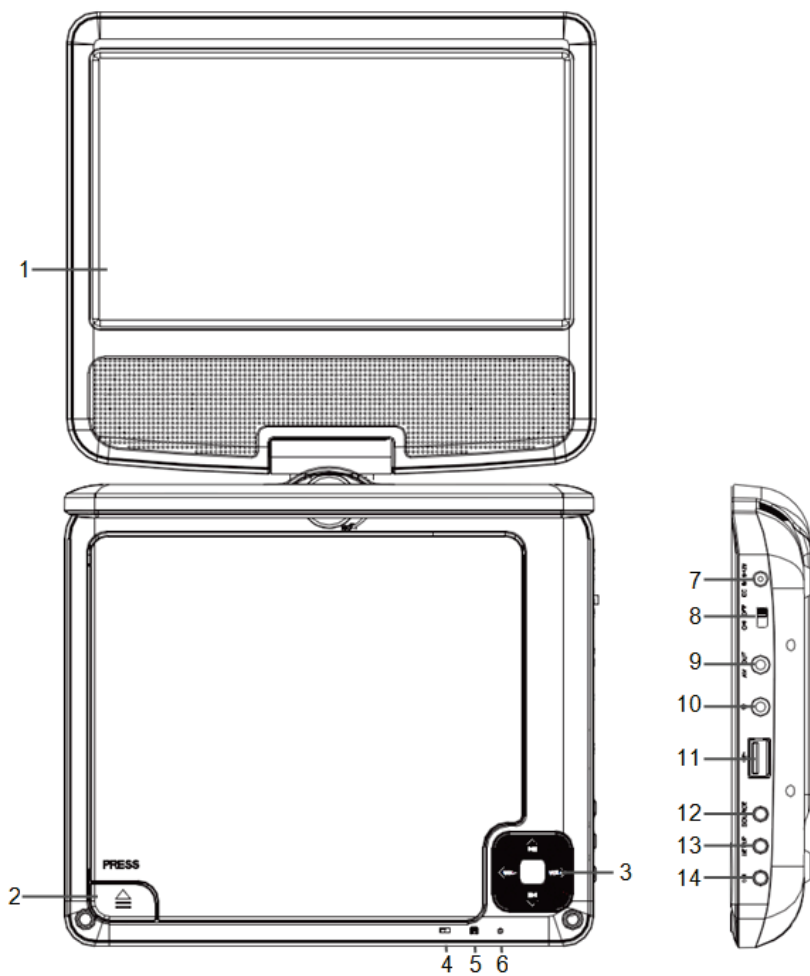
The CE declaration of conformity for this product may be found on the following link:

www.odys.de – Service – Downloads

(http://www.odys.de/web/downloads_de.html)

4 Controls

4.1 Main Unit



1. **LCD screen**
 Note: The LCD screen is connected to the main body of the player via a rotatable axis which can be rotate horizontally clockwise 180 degree . Do not over rotate the screen or you will destroy the unit.
2. **OPEN button**
3. **⏮ / ▲ :**
Press long: To go back to previous chapters(DVD)/tracks(CD).
Press short: Move up during menu navigation.

⏭ / ▼ :
Press long: To advance chapters(DVD)/ tracks(CD).
Press short: Move down during menu navigation.

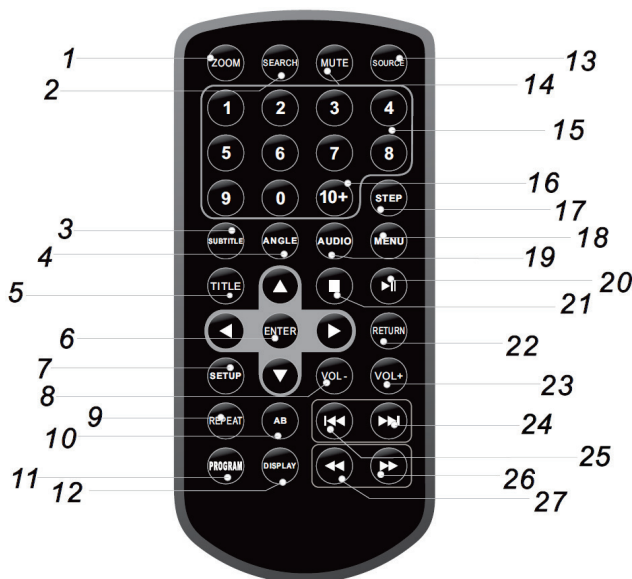
Vol- / ◀ :
Press long: To adjust the volume
Press short: Move left during menu navigation.

Vol+ / ▶ :
Press long: To adjust the volume
Press short: Move right during menu navigation.
4. **Charging indicator:**
 The charging light will change from RED to GREEN when the battery becomes fully charged.
5. **Remote sensor**
6. **Power ON indicator :**
 When the unit is switched ON, the light will illuminate.
7. **DC IN 9-12V jack**
8. **ON/OFF switch**
9. **AV OUT jack**
10. **Earphones jack**
11. **USB port**
12. **SOURCE :**
 To select between DVD or USB mode.
13. **SETUP:** To enter the Setup menu
14. **▶ || :**
 To start and pause the playback
 To confirm the selection during menu navigation
 MP3 : press once to stop playback.
 DVD/CD : press once to pre-stop (resume with button), press again to stop playback.



Please note that this device is equipped with touch-sensitive buttons; do not press hard, only touch briefly. Malfunctions may occur if pressed too hard or too long. Press once to activate the touch keys. Press a second time to execute the function.

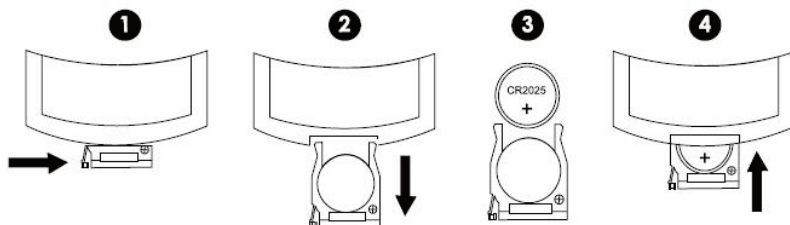
4.2 Remote Control



- | | |
|---|---|
| 1. ZOOM : To access the zoom function | 14. MUTE : To mute or restore sound. |
| 2. SEARCH : To search for a desired title, chapter, Time or Track. | 15. 5,0,1,2...9 : Number entry |
| 3. SUBTITLE : To change the subtitle setting | 16. 10+ : Number entry for two digits |
| 4. ANGLE : To access the camera angle function for DVD disc | 17. STEP : To play frame by frame |
| 5. TITLE : To access the disc title menu | 18. MENU : To access disc menu. |
| 6. ENTER : To confirm the selection during. | 19. AUDIO : To change the audio setting |
| 7. SETUP : To enter the Setup menu | 20. ▶ II : To start and pause the playback |
| 8. VOL-/+ : To adjust the volume | 21. ■ : MP3 : press once to stop playback. DVD/ CD : press once to pre-stop (resume with ▶ II button), press again ■ to stop playback. |
| 9. REPEAT : To repeat playback . | 22. RETURN : Back to the previous view |
| 10. AB : To repeat a selected part | 23. VOL-/+ : To adjust the volume |
| 11. PROGRAM : To program playback sequences. | 24. ▶▶ : To directly access the next chapter (DVD) or track (CD). |
| 12. DISPLAY : To show status information on the screen. | 25. ◀◀ : To directly access the previous chapter (DVD) or track (CD). |
| 13. SOURCE : To select between DVD or USB mode | 26. ▶▶▶ : To start forward accelerated playback. |
| | 27. ◀◀◀ : To start reverse accelerated playback. |

Preparation of the Remote Control

Place the remote control on an even surface and insert the supplied button cell into the remote control as follows.



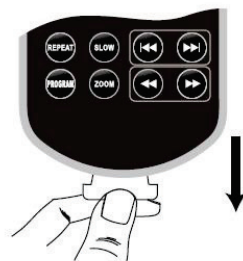
1. Push the button toward right.
2. Pull the battery loader out.
3. Insert one “CR2025” size battery with the positive side (+) facing up.
4. Replace the cover.

The remote control operates on 1pc “CR2025” lithium battery (included). To power up the remote control, remove the insulation tab from the back of unit.

Cell data

Battery type: 1x CR2025 , 3 V

Service life: approximately 1 year (for normal use and room temperature)



Using Of Remote Control

Point the remote control towards the main unit when operating. The remote control works best at a distance less than 3 m and at an angle of up to 30° to the front of the unit. No obstacles may stand in the way between remote control and infrared sensor and do not place the remote control in direct sunlight. If the remote control unit fails to work even when it is operated near the player, replace the battery.



Notes on batteries

If the remote control is not used for a long period of time, please remove the battery from the compartment.

Do not heat batteries or dispose of them in fires.

Do not dismantle, deform or modify batteries.

5 Connecting the DVD player

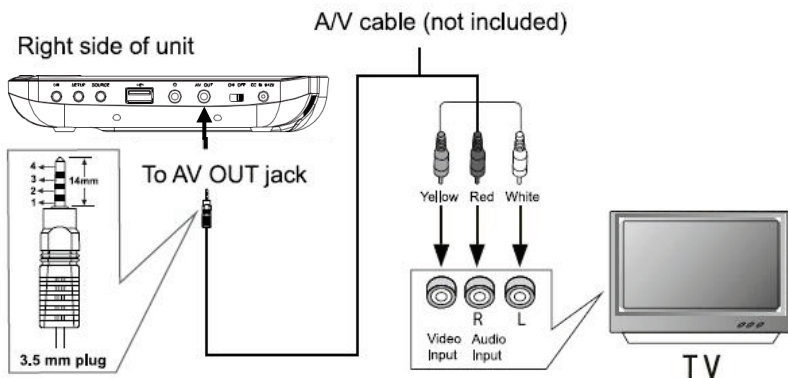
- The DVD player, the television set and any other electric devices to be connected to the DVD player must be switched off and disconnected from the mains.
- Observe the colour coding when connecting audio and video cables.

5.1 Connecting to a television set

Audio/video connectors

Using the audio/video cables, connect the DVD player to the A/V inputs of the television set as shown in the illustration.

Connecting to TV



Note: Make sure to use the cable with correct plug.

5.2 Connecting headphones

Connect the headphones to the headphone jack on the right side of the device. The loudspeakers are automatically deactivated.



Caution

Excessively high volume can damage your hearing. Turn the volume down before connecting the headphones and then turn the volume up to a moderate level.

6 Rechargeable battery pack

A rechargeable lithium ion battery is build in your portable DVD player. Fully charge the battery before you use the device for the first time. Normally it takes about five hours for the battery to be charged. When the rechargeable battery is fully charged, you can operate the device with it for about 2 – 2.5 hours using earphones. However, the actual operating time also depends on the disc you use. Fully charge the battery when it will not be used for an extended period of time.

6.1 Notes on using rechargeable batteries

- When using a new rechargeable battery, fully charge it prior to use.
- Use rechargeable batteries only in temperatures between 0°C and 40°C. Do not expose rechargeable batteries to high temperatures or direct sunlight.
- Do not throw the battery into water or fire.
- Ensure adequate air circulation around the device. Do not place the device on soft furniture, carpets or other materials while in operation, as this may restrict the air from properly circulating around the device.
- Do not short-circuit the contacts of a rechargeable battery.
- Do not disassemble the rechargeable battery.
- When switched off, the indicator lamp above the power jack will stay red when charging the battery and will turn into green once the charging has finished.
- When the state of charge reaches a low level, the "WARNING LOW BATTERY" symbol is displayed on the LCD screen. Some minutes later the DVD player turns off automatically.



Note

Charge the battery with the device switched off. This will shorten the charging time and extend the life of the battery.

Charge the battery fully before using for the first time.

The monitor unit has no integrated battery!

7 Select Source



CD/DVD



USB

Press the SOURCE-Key on the device or on the remote control and selected the source.

Select with the help of ◀ / ▶ keys and confirm with OK.

8 Disc information

8.1 Compatible disc formats

	DISC LOGO	Diameter	Running time (sides/layers)
DVD		12 cm	133 min (SS-SL)
			242 min (SS-DL)
			266 min (DS-SL)
			484 min (DS-DL)
		8 cm	41 min (SS-SL)
			75 min (SS-DL)
			82 min (DS-SL)
CD		12 cm	74 min
		8 cm	20 min
MP3		12 cm	600 min
JPEG		12 cm	

Discs Compatibility: MPEG4,DVD,DVD+/-R/RW,VCD, CD-R, CD-RW

The discs' mode of operation depends on the manufacturer. Observe the corresponding notes for the respective disc.

8.2 Using discs

Handling

When inserting or removing a disc, do not touch the surface (see illustration). Do not affix paper or labels on the disc.



Cleaning

Fingerprints and other contaminations can reduce the quality of the sound and the video. Use a soft, clean cloth for cleaning that can be moistened with a neutral, diluted cleaning agent if the disc is very contaminated.



Do not wipe in circular motion (risk of static noises); instead, always wipe from the centre of the disc toward the outer edge (see illustration).



Note on storage

Do not expose the discs to direct sunlight or high temperatures.

CAREFULLY READ THE FOLLOWING INSTRUCTIONS BEFORE TURNING ON THE DVD PLAYER FOR THE FIRST TIME.

9 Using USB memory

1. Connect the device to the power supply and connect a memory device
2. Switch the device on
3. Or press Stop to stop a current playback.
4. Press the SOURCE key at the remote control.
5. Use the ◀ / ▶ -keys to select USB and confirm by pressing OK.
6. Select the File you would like to play:

Prior to connecting the device, make sure that the USB memory stick contains supported files.



Note

If possible, please connect USB devices directly to the devices USB interface.
If this is not possible, use only USB extension cables not exceeding 25 cm.

Please only use USB memory sticks up to 8GB capacity

10 Playback operation

10.1 Getting started

- 1 Connect the device to a mains socket.
- 2 Push the POWER ON/OFF switch on the top of the device to the ON position.
- 3 Open the DVD tray by pushing the OPEN/CLOSE key.
- 4 Place the CD or DVD with the printing to upwards at the tray, then close the tray.
- 5 Adjust the volume to the desired level using the Vol+ / Vol- keys.

Operating the device and general buttons

Depending on the situation, you can use the buttons on the device or remote control to operate the device. However, the remote control enables greater usage of the device functions.

10.2 CD/DVD playback



Note

To avoid distortion, it may be necessary to switch the display to 4:3 or 16:9 which ever best suits the current station.
Please note that movies using the 21:9 format may cause black margins on the upper and lower margins of the display.

Start playback	Insert a disc. The DVD player automatically starts with the playback. In the initial menu, select the desired option using the ◀ ▶ ▲ ▼ buttons. Then press OK on the remote control.
PLAY/PAUSE ▶	Press this button once (during playback) to pause playback. Press this button a second time to resume playback.
STOP ■	Press this button once (during playback) to stop playback; to resume from the same position, press ▶ /PLAY. Press this button a second time to end playing back the disc altogether. Continue at the start of the disc using ▶ .
MENU	Press this button (during playback) to display the DVDs root menu on the screen. In menu mode, select the desired option using the ◀ / ▶ / ▲ / ▼ buttons. Then press OK.
⏮ button	Press this button to jump to the beginning of the previous track or chapter.
⏮ button	Fast rewind. Pressing this button repeatedly will increase the rewind speed successively to 2x, 4x, 8x, 20x Continue playback at normal speed using ▶ .
⏭ button	To jump to the beginning of the next track or chapter.
⏭ button	Fast forward Pressing this button repeatedly will increase the forward speed successively to 2x, 4x, 8x, 20x. Continue playback at normal speed using ▶ .
Info button	Press this button once to display detailed information about the disc in the player. (Pressing this button repeatedly).
SUBTITLE button	During playback, allows you to select a language for subtitles or to turn subtitles on/off. <i>This function is only available for DVDs that contain multiple subtitle tracks.</i>
REPEAT	Press the key to repeat a chapter or a title.
GOTO button	Enables you to select a position (time, track or title) at which to start playback. Use the ◀ / ▶ buttons to select the desired option. Use

the 0-9 number keys to enter the time directly and then confirm using OK.

Press the GOTO button again to resume normal playback.

ANGLE button Pressing this button for approx 2 Sec. cycles through the camera perspectives available for the particular scene (see illustration).



This function is only available for DVDs that contain recordings of multiple camera perspectives.


TITLE button The content of a DVD is often divided into several titles that contain multiple menus.


If you press the TITLE button during playback, the title menu is displayed. Using the ◀ ▶ ▲ ▼ buttons or the numerical buttons (0-9) on the remote control, you can select the desired title or the desired option. Confirm with OK.


ZOOM button For DVDs the image size is successively changed to the following values compared to the normal size: 2x, 3x, 4x, 1/2x, 1/3x, 1/4x.

This function is not available for CDs.

10.3 Video Files, MP3-Playback, Image CD/DVD-Playback

- 1 Insert a CD/DVD or a SD card or connect a USB stick containing images.
- 2 The root folder and various subfolders are displayed. Select a folder using the ▲ ▼ buttons on the remote control. Confirm your selection using one of the OK button.
- 3 The screen switches to display the selected subfolder. Select a file using the ▲ ▼ buttons on the remote control. Confirm your selection using OK.
- 4 You can move the light blue bar to the  .. or ROOT icon to return to the previous folder. Confirm your selection using OK.

PLAY/PAUSE  Press this button once (during playback) to pause playback. Press this button a second time to resume playback.

STOP / ■ During playback: To go to the root folder. To resume normal playback, press the PLAY/  button.

⏮ button To jump to the previous file

⏭ button To jump to the next file

INFO button Press this button once to display detailed information about the disc in the player. Press this button a second time to close the display window.. *This function is only available in folder mode.*

REPEAT button Press this button once to play back the content of a file/folder in loop mode. Press this button repeatedly to cycle through the options.



Note

To avoid distortion, it may be necessary to switch the display to 4:3 or 16:9 which ever best suits the current station. Refer to Chapter 9

Rotating pictures

Your can rotate a picture that is being displayed by using the direction buttons (◀ ▶ ▲ ▼).

Press the ▶ button to rotate the current picture clockwise as shown below.



Press the ◀ button to rotate the current picture anti-clockwise as shown below.



Note

In some picture CDs, the functions for rotating and zooming pictures are not available due to design limitations.

11 Settings

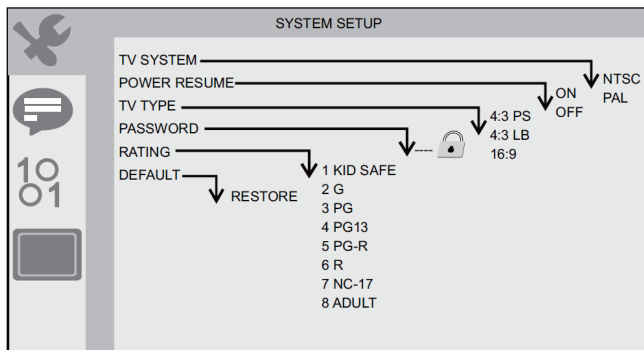
Press the “Setup” key.

Choose the Settings you would like to change with the $\blacktriangle/\blacktriangledown$.

Open the Settings with $\blacktriangleleft/\blacktriangleright$ and change it with $\blacktriangle/\blacktriangledown$. Confirm the modification with OK. Go to "Return" in the same way and press OK to exit the menu.

12 System Settings

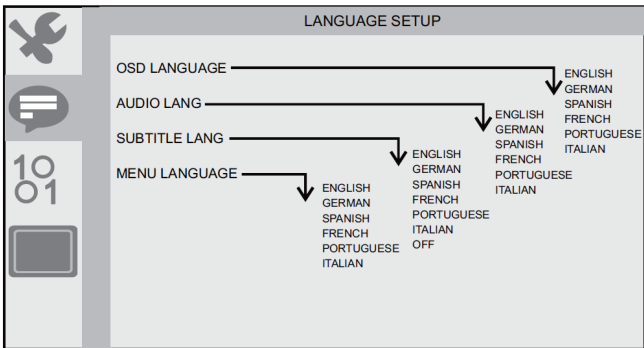
12.1 System Settings



Display Setup

TV Standard	Change the TV Standard
Power Resume	On / Off
TV Type	<p>Change the display aspect rate.</p> <p>4:3 PS - Cuts off the top and bottom sections to show a full screen picture with the correct aspect ratio</p> <p>4:3 LB - Creates a wide screen simulation with black bars at the top and bottom of the screen.</p> <p>16:9 - Creates a full screen 16:9 format picture prompt</p>
Password	Set in password for parental control. Standard password: 0000
Rating	<p>Set of parental control</p> <p>To activate this function a password has to be created. This protection works just with DVD's which are supporting this function.</p>
Default	Default function for DVD Mode

12.2 Language Setup



Press the quick selection key "Setup".

Select "Language Setup" with ▲/▼ and press ▶.

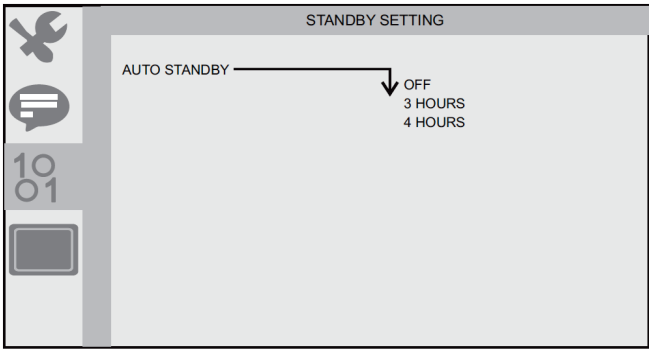
Use ▲/▼ to change the settings. Confirm your changes by pressing the OK key.

Move to the "Return" button and press OK to go back to the settings menu.

Language Settings

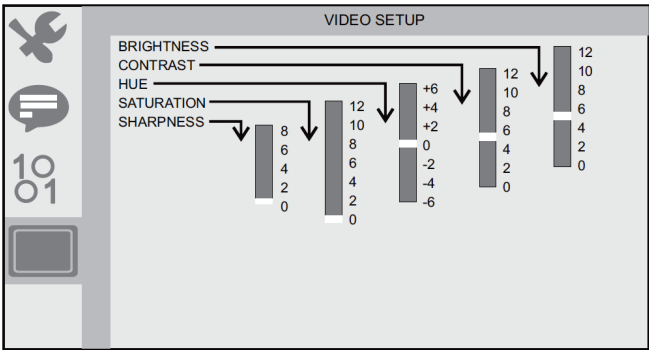
OSD	Select the desired OSD language
Audio Lang	Select the default audio language
Subtitle Lang	Select the desired subtitle language or deactivate the subtitle function.
Menu Lang	Change the Menu Language

12.2.1 Standby Setting



Auto Standby	Set Auto standby On or Off
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12.3 Video Setup



Brightness	Set of Brightness
Contrast	Set of Contrast
Hue	Set of Hue
Saturation	Set of Saturation
Sharpness	Set of Sharpness

13 Glossary

Letterbox image format (LB)

In this format, the image of widescreen DVDs is displayed with black bars at the top and the bottom of the screen.

Pan&Scan image format (PS)

In this format, the image of widescreen DVDs is cropped on the right and on the left.

Titles, chapters

DVDs are divided into larger sections (titles) and smaller sections (chapters). The sections are numbered (title number, chapter number)

Track (CD)

CDs are divided into sections, called tracks. The sections are numbered (track number).

JPEG

JPEG is a commonly used image format with small file sizes and minimal loss of quality. One disc can hold several hundred pictures that are saved in this format. To create a true digital picture album, you can create a picture CD in JPEG format.

14 Trouble-shooting

Carry out the problem-solving measures described in the following section before contacting Customer Support.

Turn off the DVD player immediately as soon as you suspect a malfunction. Unplug the power plug and check whether the DVD player is unusually warm or whether smoke is rising from it.

Problem	Possible cause	Remedy
The DVD player does not work	Disc cover not closed	Close disc cover
	No disc inserted	Insert disc
	Disc inserted the wrong way	Insert disc with label facing up
	Disc dirty or deformed	Clean disc, or insert other disc
	Regional code of the player does not match the regional code of the DVD	Purchase DVD with corresponding regional code
	Moisture on lens	Remove disc and turn off DVD player for at least two hours
No audio	Device not properly connected	Check connexions and connect device in the correct way
	Headphones connected (loudspeaker off)	Pull out the headphones
	DVD sound settings incorrect	Check sound settings and set sound correctly
	Disc dirty or deformed	Clean disc, or insert other disc
No video	TV screen is off or in the incorrect video mode	Turn on LCD screen and/or set correct video mode
	Device not properly connected	Check connexions and connect device in the correct way
Poor video and/or audio quality	Disc dirty or deformed	Clean disc, or insert other disc
Repeated playback of a section	Loop mode is switched on	Exit the loop mode
	Disc dirty or deformed	Clean disc, or insert other disc
Remote control does not work	Obstacle between remote control and DVD player	Remove obstacle
	Remote control not pointed at DVD player	Point remote control directly at DVD player
	Remote control battery inserted the wrong way	Check the battery's polarity and, if necessary, insert battery correctly
	Battery too low or completely discharged	Insert new battery

Other possible causes for problems:

Static discharges or other external interferences can cause the DVD player to malfunction. When this happens, disconnect the power plug from the mains socket and plug it back in.

If the problem persists, disconnect the device from the mains again and contact Customer Service or a repair shop.

15 Specifications

Video standard	PAL
Audio SNR	≥ 80dB
Dynamic Range	≥ 85dB
Video Output	1Vp-p (75Ohm)
Autio Output	1.4Vrms/10kOhm
Mains voltage	DC IN 9-12V Power Supply: AC 100 ... 240 V, 50/60 Hz

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16 Warranty condition

The following conditions comprise the requirements and scope of our warranty conditions and do not affect our legal and contractual warranty obligations.

We offer a warranty on our products in accordance with the following conditions:

1. ODYS products are covered by a 24 month warranty. We will resolve damages or defects on ODYS products free of charge within 12 months of the purchase date under the following warranty conditions. For any damage or defect determined later than 12 months after the purchase date, proof of a manufacturing fault must be submitted for repair under warranty.
The warranty does not cover batteries and other parts, which are considered consumables, parts that break easily such as glass or plastic or defects based on normal wear and tear. There is no warranty obligation in the event of marginal differences compared to the target appearance and workmanship provided these have a negligible effect on the product's fitness for use, in the event of damage caused by chemical or electrochemical effects, by water or generally from abnormal conditions.
2. The warranty will be performed in such a way that we shall decide whether to repair the defective parts or to replace them with working parts free of charge. AXDIA reserves the right to exchange the product for a replacement product of equal value if the product that is sent in cannot be repaired within a reasonable time or at reasonable cost. The product can also be exchanged for a different model of the same value. Requests cannot be made for repairs to be carried out on site. Parts that have been replaced or exchanged become our property.
3. The warranty claim does not apply if repairs or other work is carried out by unauthorized persons or if our products are equipped with additional parts or accessories that are not approved for our products.
4. Warranties that have been activated do not cause the warranty period to be extended, nor do they trigger a new warranty period. The warranty period for any replacement parts installed ends with the warranty period for the entire product.
5. Any other or further claims are excluded, especially those for replacement due to damage caused outside of the product, provided there is no obligatory legal liability. We therefore accept no liability for accidental, indirect or other consequential damage of any kind, which leads to usage restrictions, data loss, loss of earnings or interruption to business.

Asserting a warranty claim

1. To make use of the warranty service, you must contact the AXDIA Service Center by e-mail, fax or phone (see below for contact details). You can also use the service form on our website or on the back of the warranty conditions.
2. AXDIA Service Center will try to diagnose and solve your problem. If it is determined that a warranty claim exists, you will be given an RMA number (Return Material Authorization) and you will be asked to send the product to AXDIA.

IMPORTANT: AXDIA will only accept parcels that have an RMA number.

Please observe the following when sending the product:

1. Send the product suitably packaged with carriage and insurance paid. Do not enclose any accessories with the products (no cables, CD's, memory cards, manuals, etc.), unless the AXDIA Service Centre specifies otherwise.
2. Mark the RMA number on the outside of the package in such a way that it is visible and clearly legible.
3. You must enclose a copy of the sales slip as proof of purchase.
4. Once AXDIA has received the product, it will meet its warranty obligations in accordance with the warranty conditions and will return the product to the sender with carriage and insurance paid.

Service outside of warranty

AXDIA can refuse any service claim made that is not covered by the warranty. If AXDIA agrees to provide a service outside the warranty, the customer will be invoiced for all repair and transport costs.

AXDIA will not accept any packages that have not first been approved by AXDIA by means of an RMA (Return Material Authorization).

